



Submit Adjustment (Replacement) Claims Online

Quick Reference

Business Rules

- ONLY the billing provider can replace claims
- Claims must have a business status of "Paid" and application/processing status of "RA Generated" to be available for replacement processing
- You must know the Transaction Control Number (TCN) or Claim Reference Number (CRN) of the claim you wish to adjust
- Once an adjustment is finalized, the original claim can never be replaced/voided again

Action	Submit Adjustment (Replacement) Claims Online – Adjust Claim	Notes
Adjust Claim	<ol style="list-style-type: none"> After you have logged into CHAMPS with your Single Sign On (SSO) user ID and password, select one of the following profiles: CHAMPS Full Access, CHAMPS Limited Access or Claims Access Click the Claims tab at the top of the page Click Manage Claims hyperlink Click Adjust/Void Claim Provider hyperlink Enter the Transaction Control Number (TCN) TCN: <input type="text"/> Click the <input type="button" value="Go"/> button After the system has retrieved your claim correct the appropriate fields and click <input type="button" value="Save"/>. Click the <input type="button" value="Adjust"/> button Select PIA-Provider Initiation Adj from the Adjustment Source drop down Adjustment Source: <input type="text"/> Enter the reason for adjusting the claim in the Comment section Comment: <input type="text"/> Click the <input type="button" value="OK"/> button to submit the Adjustment. 	<ul style="list-style-type: none"> If adjusting a claim that was originally processed with 4010 format, adjustor will be prompted to REMOVE 4010 information that is no longer required When adjusting an original 4010 claim, adjustor will be prompted to ADD required 5010 information TCN must be at least 15 digits, if adjusting a Legacy System claim, enter 200 at the beginning of the Claim Reference Number (CRN) and 00 at the end (200xxxxxxxxx00) The Billing Provider ID, Beneficiary ID and the System derived indicator/values cannot be changed. The claim should be Voided if these fields are incorrectly billed Adjusting service line or other insurance information, click on SHOW drop-down menu and select appropriate item Do not click on Adjust button before modifying editable fields and saving your claim The specific reason for adjustment must be indicated in Comment field, up to 80 characters are allowed Note the Header Transaction Control Number (TCN) Header TCN: at the top left of the page is the new system generated adjusted TCN number. This number should be used when inquiring on your adjusted claim.

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